

~~APPENDIX~~ ATTACHMENT A

SERVICE QUALITY STANDARDS

I. General

A. Provisions

The following standards shall apply to ~~every~~ electric and gas distribution companies operating subject to a performance-based ratemaking ("PBR") plan approved by the Department, authorized to do business in the Commonwealth of Massachusetts, unless otherwise indicated. In the event of a conflict between these standards and any orders or regulations of the Department, said orders and regulations shall govern. Companies may request approval of a service-quality plan that deviates, in whole or in part, from these guidelines.

B. Definitions

"Billing Adjustment" shall mean a revenue—adjustment amount resulting from the Department's intervention in a ~~company-customer~~ billing dispute between a company and a residential customer.

"Consumer Division Case" shall mean a written record opened by the Consumer Division in response to a Complaint that meets the criteria set forth in Section III.A.

"Complaint" shall mean a formal complaint to the Consumer Division of the ~~Department~~ wherein the Department creates a system's record with a customer's name and address.

"Circuit" shall mean a conductor or system of conductors through which an electric current is intended to flow.

"Class I odor call" shall mean those calls that relate to a strong odor of gas throughout a household or outdoor area, or a severe odor from a particular area. See, Eastern-Essex Acquisition, D.T.E. 98-27 (1998) and Boston Gas Company, D.P.U. 96-50 (Phase I) (1996).

"Class II odor call" shall mean calls involving an occasional or slight odor at an appliance. See, Eastern-Essex Acquisition, D.T.E. 98-27 (1998) and Boston Gas Company, D.P.U. 96-50 (Phase I) (1996).

"Customer Outage" shall mean an outage caused by customer operation or the failure of customer-owned equipment.

"Distribution Revenues" shall mean revenues collected through the base rates of a distribution company.

"Electric distribution" shall mean the delivery of electricity over lines ~~which~~that operate at a voltage level typically equal to or greater than 110 volts and less than 69,000 volts to an end-use customer within the Commonwealth.

"Electric distribution facility" shall mean plant or equipment used for the distribution of electricity that is not a Transportation Facility, a cogeneration facility, or a small power production facility.

"Electric distribution feeder" shall mean a distribution facility circuit conductor~~(s)~~ between the service equipment, the source of a separately derived system, or other power ~~supply~~ source and the final branch-circuit overcurrent device.

"Electric distribution service" shall mean the delivery of electricity to the customer by the electric distribution company over lines that operate at a voltage level typically equal to or greater than 110 volts and less than 69,000 volts.

"Emergency Call" shall mean a telephone call where the caller believes that he or she is confronting special circumstances that might lead to bodily and/or system-related damage if the circumstances remain unaddressed. Examples include, but are not limited to, downed wires, gas leaks, and gas ~~odor~~ reports, ~~etc.~~

"Excludable Major Event" shall mean a major outage event that meets ~~either one~~ of the ~~three~~ following criteria: (i) the event is caused by earthquake, fire, or storm of sufficient intensity to give rise to a state of emergency being proclaimed by the Governor (as provided under Massachusetts Civil Defense Act); (ii) any other event or weather-related circumstances not in (i) that causes an unplanned interruption of service to 15 percent or more of the company's customers; or (iii) ~~an~~the event ~~that was a~~ results off from the failure of a another utility's ~~transmission or power supply system that is not owned or operated by the company.~~ Notwithstanding the foregoing criteria ~~described in the preceding sentence~~, an extreme temperature condition ~~(unless the ambient temperature exceeds the design limitations of the system, such as limitations noted in ANSI/IEEE 57.96-1989)~~ would not ~~be considered~~constitute an ~~e~~Excludable m~~Major~~ ~~e~~Event, unless the ambient temperature exceeds the design limitations of the system, such as limitations noted in ANSI/IEEE 57.96-1989.

"Lost Work-Time Accident Rate" shall mean the Incidence Rate of Lost-Work Time Injuries and Illness per 200,000 Employee Hours as ~~these capitalized terms are~~ defined by the U.S. Department of Labor Bureau of Labor Statistics.

"Meter Reading" shall mean the act of manually or automatically acquiring ~~ecustomers'~~ specific usage levels of an energy resource, expressed in numerical units, for a defined period by actually consulting the customer's meter.

"Momentary Average Interruption Frequency Index" or "MAIFI" shall mean the total number of momentary customer interruptions divided by the total number of customers, expressed as momentary interruptions per customer per year. MAIFI characterizes the average number of

momentary electric service interruptions for each customer during the time period. All MAIFI data shall be reported on a system-wide basis.

"Momentary Outage" or "Momentary Interruption" shall mean an outage or interruption of electric service for a minimum time period as established historically by the company, but in no event shall a Momentary Outage or Interruption mean an outage or interruption of electric service of five or more minutes, which is less time than 5 minutes.

"Non-emergency Call" shall mean all telephone calls other than emergency calls.

"Planned Outage" shall mean an outage, which that the is scheduled by the utility schedules and of which customers are notified in advance, including for example, in order, for example, to during the connection of new customers or to ensure the safe performance of maintenance activities safely.

"Poor Performing Circuit" shall mean any distribution feeder that:

- (i) has sustained a circuit SAIDI or SAIFI value for a reporting year which that is among the highest (worst) ten percent of that utility's feeders for any two consecutive reporting years; or
- (ii) has sustained a circuit SAIDI or SAIFI value for a reporting year that is more than 300 percent greater than the system average of all feeders in any two consecutive reporting years.

"Service Appointment" shall refer to a mutually agreed upon arrangement for service between the company and the customer that specifies the date for the company's personnel mean a mutual agreement, that is or ought to be, recorded in the company's business records in the ordinary course of business, as to date, time, and location where Company personnel are to perform a service activity that requires the presence of the customer at the time of service as mutually agreed upon by the Company and service recipient.

"System Average Interruption Duration Index" or "SAIDI" shall mean the total duration minutes of sustained customer interruptions durations in minutes (as calculated by application of Section V, herein) divided by the total number of customers served by the distribution system, expressed in minutes per year. SAIDI characterizes the average length of time that customers are without electric service during the time period.

"System Average Interruption Frequency Index" or "SAIFI" shall mean the total number of sustained customer interruptions divided by the total number of customers served by the distribution system, expressed in interruptions per customer per year. SAIFI characterizes the average number of sustained electric service interruptions for each customer during the time period.

~~"Sustained Outage"~~ or ~~"Sustained Interruption"~~ shall mean an outage or interruption of electric service ~~of that lasts at least five minutes or more and is not classified as a momentary outage.~~

~~"Year"~~ shall mean calendar year unless otherwise noted.

C. Benchmarking

~~The historical benchmarks shall be established for the performance measures set forth in average Sections II.A, II.B, II.C, III.A, III.B, VI.A, VI.B and VI.C, herein. In order to compare future service performance to a company's service performance prior to the implementation of the PBR plan, the benchmark for each performance measure shall be calculated by averaging a company's historical data for each measure using a minimum of 3 years of annual data, with a maximum of 10 years of annual data. e and standard deviation for benchmarking will be based on ten years worth of data. Where the company has ten years of annual data available for this calculation, Tt this benchmark will be a fixed average for the duration of the PBR plan. Where the company has less than ten years of annual data available for this calculation, ten years worth of information are not available to a Company, the benchmark will be established using the average of the available data. However, no penalty will be assessed where the benchmark and deadband are established using less than three years of annual data. the company is directed to use the maximum number of years of data available, so long as two years are available. As the company collect additional data, that data will be included in benchmarking until ten years worth of data is collected.~~

II. ~~II.~~ CUSTOMER SERVICE AND BILLING PERFORMANCE MEASURES

A. Telephone Service Factor~~Answering~~

Each company shall gather data and report statistics on its handling of telephone ~~answering service calls~~. Call data shall be compiled and aggregated monthly. Reporting shall occur annually. Each company shall report the percentage of telephone calls that are ~~handled answered by a human voice by the company's employee, contractor, or agent (and not by a recorded message) within 20 seconds~~ within a time interval that is consistent with a company's existing telephone response-time measurement system, or as otherwise approved by the Department. Each company shall ~~also provide separately call handling times~~ separate percentage figures for ~~eEmergency eCalls (outages, leaks, downed wires) and nNon-eEmergency eCalls~~. Companies may calculate a weighted response time for Emergency Calls and Non-Emergency Calls for purposes of establishing penalties pursuant to Section VII.B.

Telephone Service Factor shall be measured beginning at the point that the caller makes a service selection and ending at the point that the call is responded to by the service area selected by the caller. If the caller does not make a selection, the response time shall be measured from a point following the completion of the company's recorded menu options and ending at the point that a customer-service representative responds to the call.

Telephone ~~Service Factor Answering~~ shall be a ~~service quality performance~~ measure ~~that shall carry a subject to a~~ revenue penalty. ~~A company may request a waiver from the imposition of penalties for this performance measure upon a demonstration that its handling of customer calls was negatively affected by exogenous events, such as severe weather conditions or other events beyond the company's control, which may include non-recurring setbacks resulting from the implementation of new information systems technology.~~

B. Service Appointments Met As Scheduled

Each company shall gather data and report statistics regarding the number of service calls met on the ~~same day~~ ~~te~~ ~~agreed upon~~ ~~requested~~ by the customer and the company, excluding ~~when those appointments that are missed a customer misses a mutually agreed upon time by the customer.~~ Each company shall report the percentage of scheduled service appointments met by company personnel on the ~~same day~~ ~~te~~ ~~agreed upon~~ ~~by the customer and the company~~ ~~requested.~~ ~~Service~~ ~~appointment data shall be compiled and aggregated monthly.~~ ~~Reporting shall occur annually.~~ ~~Service appointments excluded from this statistic shall be determined on a company-specific basis and may include, but not be limited to: (1) activities such as service upgrades, meter changeouts, meter reads; and (2) supplemental services provided by a company at the discretion of a customer.~~

Service ~~a~~ Appointments Met As Scheduled shall be a performance measure subject to a ~~shall carry a~~ revenue penalty. ~~A company may request a waiver from the imposition of penalties for this performance measure upon a demonstration that its ability to meet service appointments as scheduled was negatively affected by exogenous events, such as severe weather conditions or other events beyond the company's control.~~

C. On-Cycle Meter Readings

Each company shall gather data and report statistics for the percentage of meters that are actually read by the company ~~on~~ ~~cycle~~ ~~monthly~~. ~~Each company shall report the percentage of customer meters actually read on~~ ~~cycle~~ ~~a~~ ~~monthly~~ ~~basis.~~ ~~Eligible meters include both residential and commercial accounts.~~ ~~Meter reading data shall be compiled and aggregated monthly.~~ ~~Reporting shall occur annually.~~

~~On~~ ~~e~~ Cycle ~~m~~ Meter ~~r~~ Readings ~~performance shall carry a revenue penalty~~ ~~shall be a performance measure subject to a revenue penalty.~~ ~~A company may request a waiver from the imposition of penalties for this performance measure upon a demonstration that its ability to perform on-cycle meter readings was negatively affected by exogenous events, such as severe weather conditions or other events beyond the company's control.~~

III. CUSTOMER SATISFACTION MEASURES

A. Consumer Data from the Department Division Cases

Customer complaints shall be categorized as a Consumer Division Case where a written record is opened by the Consumer Division using the following criteria:

- (1) the individual making the Complaint provides his or her identity to the Consumer Division and is a customer of the gas or electric distribution company against which the Complaint is lodged;
- (2) the customer has contacted the gas or electric distribution company from which the customer receives distribution service prior to lodging a Complaint with the Department;
- (3) the Department or the company is able to verify that such customer has contacted such gas or electric distribution company;
- (4) the Department's investigator cannot resolve the Complaint without contacting the distribution company to obtain more information;
- (5) the matter involves an issue or issues over which the Department typically exercises jurisdiction; and
- (6) the matter involves an issue or issues over which the company has control, which excludes Complaints directly relating to sanitary-code violations and services that are provided by a competitive supplier.

A company may appeal the designation of a Consumer Division Case to the Commission upon a showing of good cause.

~~Consumer complaint data and billing ADJUSTMENT data shall be employed as service quality measures.~~ The Department will compile and aggregate monthly the frequency number of Consumer Division complaints Cases for each company per 1,000 residential customers. The Department also will compile and aggregate monthly the dollar amounts of Billing Adjustments. The Department will provide such report data to each company on both of these measures annually on a monthly basis. Upon the request of a company, The Department may will offer conduct a company-specific meetings to discuss each the company's performance annually.

Consumer Division Cases R shall be a performance measure subject to a revenue penalty. ~~venue penalties shall apply to each of these measures.~~ A company may request a waiver from the imposition of penalties for this performance measure upon a demonstration that the number of Consumer Division Cases opened by the Consumer Division was negatively affected by exogenous events, such as severe weather conditions or other events beyond the company's control.

B. Billing Adjustments

The Department will compile and aggregate monthly the dollar amount of residential Billing Adjustments per 1,000 residential customers. The Department will provide such data to each

company on a monthly basis. Upon the request of a company, the Department may conduct a company-specific meeting to discuss the company's performance.

CB. Consumer Surveys

Each company shall provide the results of two surveys to the Department on an annual basis: (1) a customer satisfaction survey of a statistically representative sample of residential customers; and (2) a survey of customer satisfaction with the~~each utilities'~~ customer-service facilities of the company.

For the statistical residential-customer satisfaction survey, the following questions shall be used: "Using a scale where 1 = very dissatisfied and 7 = very satisfied; how satisfied are you with the service you are receiving from Company name?"

For the customer-specific service survey, the following questions shall be used: "Using a scale where 1 = very dissatisfied and 7 = very satisfied; how satisfied were you with the service that you just received from the customer service department of Company Name?" This survey will be conducted through a sample of customers randomly selected from the group of customers who have phoned the company's customer-service line(s) within the year in which service is being measured.

Each company shall report the results of these surveys to the Department on an annual basis and shall include the results from the previous years of the survey up to a maximum of ten years. No benchmarks shall be calculated for these survey measures, since a penalty mechanism has not been assigned to these measures. No revenue penalties apply to these service quality measures. Each survey shall be conducted by an independent survey firm. For the customer satisfaction survey, the following question shall be used: "Using a scale where 1 = very dissatisfied and 7 = very satisfied; how satisfied are you with the service you are receiving from Company name?" For the second survey, the following item shall be employed "Using a scale where 1 = very dissatisfied and 7 = very satisfied; how satisfied were you with the service you just received from the customer service department of Company Name?" In the case of the latter survey, a random sample of customers (randomly selected over time and customers) who have phoned a Company's Customer Service line(s) shall be surveyed. No benchmarks shall be calculated for these survey measures, since a penalty mechanism has not been assigned to these measures. The companies, however, must report survey results to the Department on an annual basis and also must include in annual reports the results from the previous years of the survey or the maximum number of years available up to and including ten.

IV. STAFFING LEVEL BENCHMARKING

Staffing benchmarks will be established on a company-specific basis and will be determined by the then ~~in foreeeffective~~ collective-bargaining agreement for each Company.

V. ASSUMPTIONS FOR CALCULATING ELECTRIC RELIABILITY MEASURES

For the purpose of calculating SAIDI, SAIFI, and MAIFI, the following assumptions and criteria ~~will be used to be~~ used in accumulating outage data for ~~standardizing~~ reliability measurements:

A. ~~Customer Outages shall be excluded from the calculations of SAIDI, SAIFI and MAIFI;~~

~~B.~~ A. ~~Planned outages shall not be considered an outage in the calculation of SAIDI, SAIFI, or MAIFI.~~

~~B.~~ Exe~~cludable~~ Major Events shall be excluded from the calculation of SAIDI, SAIFI, and MAIFI;

C. ~~Momentary Outages shall be excluded from the calculations of SAIDI and SAIFI;~~

D. ~~Planned Outages shall be excluded from the calculation of SAIDI, SAIFI and MAIFI;~~

E. ~~C.~~ The beginning of an outage shall be recorded at the earlier of an automatic alarm or the first report of no power;

F. ~~D.~~ The end of an outage shall be recorded ~~as when~~ the point that power to customers is restored;

G. ~~E.~~ Outages involving a primary distribution circuit shall be included in the calculation of SAIDI, SAIFI, and MAIFI. Outages which ~~that~~ do not involve a primary distribution circuit (i.e., secondary, line transformer only or service only) shall not be included in the standardized indices.

H. ~~F.~~ Where only part of a circuit experiences an outage, the number of customers affected shall be estimated, unless an actual count is available. When power is partially restored, the number of customers restored shall also be estimated

- ~~I.~~ ~~G.~~ When customers lose power as a result of the process of restoring power (such as from switching operations and fault isolation), the duration of these additional outages shall be included, but the additional number of interruptions shall not be included in the calculation.

VI. ~~CALCULATING~~ RELIABILITY AND SAFETY PERFORMANCE STANDARDS AND BENCHMARKS MEASURES

A. ~~A.~~ Electric Reliability

A.

Each electric distribution company shall measure SAIDI on an annual basis in accordance with Section V and compare its performance following the implementation of the PBR Plan to a benchmark established pursuant to Section I.C. Notwithstanding these provisions, to the extent that an electric distribution company measures SAIDI in a manner inconsistent with the methodology in Section V, such company may measure SAIDI consistent with its historic methodology.

~~Performance standards shall be established for SAIDI. If the electric company exceeds the ten-year average plus two standard deviations in any year, then the Department will conduct an investigation as to the reasons for the company's poor reliability performance.~~

B. Response to Odor Calls~~Gas Safety Performance~~

Each gas company shall respond to 95 percent of all Class I and Class II odor calls in one hour or less. Response to Odor Calls shall be a performance measure subject to a revenue penalty.~~A revenue penalty shall be assessed if the company does not meet this standard.~~

C. Lost Work-Time Accident Rate~~Electric and Gas Safety Performance~~

~~Performance standards shall be established for~~ Each company shall measure annually its Lost Work-Time Accident Rate. The same method in the Section VI.A, above, shall apply for calculating Lost Work Time Accident Rate standards and benchmarks. The Lost Work-Time Accident Rate shall be a performance measure subject to a revenue penalty.

VII. REVENUE PENALTIES

A. Applicability

The revenue penalty for the SQ measures set forth ~~in Sections II, III, and VI, above~~ in Sections II, III and VI, will be determined in accordance with the penalty formula in section

VII.B.determined as set forth below. If a company's performance falls within or is equal to the parameters of a deadband calculated from the test statistic assuming a 95% confidence level, penalties will not be imposed. Companies may request a waiver of revenue penalties from the Department upon a showing of good cause.

B. Penalty Formula (Excluding Response to Odor Calls)

The revenue penalty formula for service categories other than Response to Odor Calls shall be:

$$\text{Penalty} = \left[0.25 \left(\frac{\text{Observed Result} - \text{Historical Average Result}}{\text{Width of Confidence Interval}} \right)^2 \right] \cdot \text{Maximum Penalty}$$

Where:

Penalty = revenue penalty applied to SQ measure M

Observed Result = the average actual performance achieved in the year being measured

Historical Average Result = the historical average result, based on an average of the historical values used to calculate the benchmark, rounded to two decimal places

Width of Confidence Interval = the width of the confidence interval as constructed from the test statistic assuming a 95% confidence level

Maximum Penalty = the maximum penalty level established for service standard M

C. Penalty Formula for Response to Odor Calls

The revenue penalty for Response to Odor Calls shall be as follows:

The maximum penalty for Response to Odor Calls shall equal 25% of the maximum statutory rate of two percent of Distribution Revenues. Gas Companies may be penalized up to 20 percent of the maximum penalty allocated to this category for each one percent reduction below the benchmark of 95 %, as set forth in Section VI.B., with the maximum penalty authorized for this performance measure occurring at 90% of odor calls responded to within one hour.

D. Apportionment of Penalty Among SQ Measures

Revenue penalties shall be apportioned among the various service quality measures as follows:

(1) Safety and Reliability

Odor Call Response 25% (GAS COMPANIES)

SAIDI 25% (ELECTRIC COMPANIES)

TSF – Emergency Calls 15%

Lost Work-Time Accident Rate 15%

(2) Customer Service

TSF Non-Emergency Calls 10%

Service Appointments 15%

On-Cycle Meter Reads 15%

(3) Consumer Division Statistics

Consumer Division Cases 2.5%

Billing Adjustments 2.5%

A company may calculate a weighted response time for “TSF Emergency Calls” and “TSF Non-Emergency Calls” for the purpose of establishing penalties pursuant to VII.B.

D. Individual Customer Protection Credits

A company may offer credits at their discretion to individual customers for service failures attributable to the actions of such company.

~~If a company's annual performance falls within one standard deviation from the benchmark, no revenue penalty will be imposed.~~

~~B. Penalty Formula~~

~~The revenue penalty formula shall be:~~

~~Penalty_M = [0.25 Observed Result – Historical Average Result²] * maximum penalty~~

~~Standard Deviation~~

~~Where:~~

~~Penalty_M = revenue penalty applied to SQ measure M;~~

~~Observed Result = the average actual performance measure achieved in year_y;~~

~~Historical Average Result = the average historical actual result, based on an arithmetic average of the previous year_y, rounded to two decimal places;~~

~~Standard Deviation = standard deviation of the historical average result; and~~

~~Maximum Penalty = the maximum penalty level established for service standard M.~~

~~C. Apportionment of Penalty Among SQ Measures~~

~~The Department solicits additional comments as to how the SQ penalties should be apportioned among the various SQ measures adopted, including the relative weight that should be afforded to each SQ measure which carries a revenue penalty.~~

~~D. Individual Customer Protection Credits~~

~~In addition to company wide penalties, the Department solicits comments on the use of customer targeted penalty mechanisms, in which customers affected by specific service failures would receive direct reimbursement by a company. The Department seeks comment on the propriety of individual customer protection credits, including the circumstances under which a credit would be applied, the credit amount, and the reimbursement method.~~

VIII. REPORTING RELIABILITY AND SAFETY MEASUREMENTS AND SUBMITTING DATA TO THE DEPARTMENT REQUIREMENTS

A. Reporting Reliability and Safety Indices and Rates

Each company shall report on an annual basis SAIDI, SAIFI, MAIFI, Lost Work-Time Accident rate, and percentage of all Class I and Class II odor calls responded in one hour or less. SAIDI shall be reported in terms of minutes and shall be measured and reported to the nearest 100th of a minute. SAIFI and MAIFI shall be reported to the nearest 1000th of a reported outage. The Lost Work-Time Accident Rate shall be reported to the nearest 100th of an accident. The Class I and Class II odor calls shall be reported to the nearest 10th of a percentage point. These reports shall be submitted in accordance with Section IX below.

B. Reporting Past Reliability and Safety Performance Data

Each company shall report annually its Lost-Work-Time Accident rate data, including data from prior years up to a maximum of ten years from the past five years (1996—2000) adjusted in accordance with these standards. Each electric company shall report annually its SAIDI data, including data from prior years up to a maximum of ten years from the past five years (1996—2000) adjusted in accordance with these standards. The data shall be provided in the each company's first annual report submitted in accordance with Section IX below.

~~Each electric company shall also report and use their best efforts to standardize historical data over the last 10 years to the reliability measures (SAIDI, SAIFI, and MAIFI) in these standards, and provide that information with each annual report. Each company's first annual report should describe limitations in data that affect standardization, and provide their best estimate of the statistical error inherent in the standardized indices.~~

C. Reporting Benchmarks

Each company shall report on an annual basis the Lost Work--Time Accident rate performance standard and benchmark ~~that was determined in accordance with Section VI, above~~. Each electric company shall report on an annual basis the SAIDI performance standard and benchmark that was determined in accordance with Sections s V and VI, ~~above~~.

Each company shall provide the supporting calculations that were used in determining the standard and benchmark values. SAIDI shall be reported in terms of minutes and shall be measured and reported to the nearest 100th of a minute. The Lost Work Time Accident Rate shall be reported to the nearest 100th of an accident. The reports shall be submitted in accordance with Section IX below.

D. Reporting Annual Major Outage Events

Each electric company shall identify and report on an annual basis the ten largest outage events, experienced by the system, and shall indicate whether any of ~~them~~these events were excluded from the reported indices. For each major event excludable under the standard above, the company shall report the total number of customers affected, the number of customers without service at periodic intervals, the longest customer interruption, and the number of people used to restore service.

These reports shall be submitted in accordance with Section IX, below.

E. Reporting Capital Expenditure Information

Each company shall report on an annual basis the capital investment approved and capital investment completed in the company's transmission and distribution infrastructure to ensure delivery of reliable electricity and gas. This report shall include a list of the projects that the company expended over \$~~[\$500,000]/\$500,000~~ in capital expenditures with a description of each project. The description shall include a list and location of each transmission and distribution facility that was modified, upgraded, replaced, and/or constructed as well as the costs and scope of work involved in the facility modification, upgrade, replacement, and/or construction.

Each company shall report the same capital expenditure data from the past three years (1998 - 2000) in the same fashion as in the previous paragraph. The data shall be provided in each company's first annual report.

The reports shall be submitted in accordance with Section IX below.

F. Reporting Spares and Acquisition Inventory Policy and Practice

Each company shall report on an annual basis its policy for identifying, acquiring, and stocking critical spare components for its distribution and transmission system. The company's first annual report shall address how this policy has changed or evolved over the past 10 years.

The reports shall be submitted in accordance with Section IX below.

G. Reporting of Poor Performing Circuits

Each company shall identify and report on an annual basis its poor performing circuits. The reports on these poor performing circuits shall include the following information:

(1) -the feeder or circuit identification number;

- the feeder or circuit location;
- the reason(s) why the circuits performed poorly during the reporting year;
- the number of years that the circuit(s) performed poorly;
- the steps that are being considered and/or have been implemented to improve the reliability of these circuits; and
- the SAIDI or SAIFI value for the specific circuit(s).

The reports shall be submitted in accordance with Section IX below.

HG. Reporting Electric Service Outages

Each electric company shall continue to report the distribution and transmission outages consistent with the Department's Outage and Accident Reporting Procedures. These standards supersede previous Outage and Accident Reporting Procedures.

Each electric company shall report every [sustained] distribution and transmission outage that occurs within or impacts their service territory. Each electric company shall report to the Department, within a [one]-hour period from the beginning of the outage, every outage that results in 5,000 or more customer outage hours or that results in a service interruption to a high profile customer. (If necessary, these reports can be revised to reflect updated information about the outage.) All other outages shall be reported to the Department within a 24-hour period from the beginning of the outage.

These reports shall include the following information:

- date of the outage; ==
- location of the outage (by providing town and street(s) location);
- nature or cause of the outage;
- number of customers affected;
- time outage commenced and time service was/will be restored;

- duration of the outage;
- number of customer outage hours;
- feeder or circuit number;
- district or division where outage occurred;
- identification of overhead or underground line where fault or outage occurred; and

• the name and telephone number of a utility employee who may be contacted about the outage.

These reports shall be submitted in accordance with Section X below.

I.H. Reporting Other Safety Performance Measures

To comply with G.L. c. 164 § 95, each company shall report the following:

- time and date of incident;
- time and date of the notice to the Department;
- location of the incident;
- a detailed description of the accident including information about fatalities, injuries, facilities and third-party property damage; and
- the name and telephone number of a utility employee who may be contacted about the accident.

These standards supercede previous Outage and Accident Reporting Procedures.

These reports shall be submitted in accordance with Section X.

IX. Submitting Annual Reliability and Safety Measurements and Data to the Department

The annual reports described previously shall be submitted to the Department by March 1 of each year, unless otherwise ordered by the Department in establishing a PBR plan for a company, reflecting the data from the previous year(s) and shall be submitted in the following manner:

- the original to Mary L. Cottrell, Secretary, Department of Telecommunications and Energy, One South Station, Boston, Massachusetts 02110;

- one copy to the Electric Power Division Director, Department of Telecommunications and Energy, One South Station, Boston, Massachusetts 02110;
- a second copy of the report to the Consumer Division Director, Department of Telecommunications and Energy, One South Station, Boston Massachusetts 02110; and
- an electronic copy of the report to the Department, by one of two means:
 - (a) e-mail attachment to [Kimberly.Tran]@DPU.state.ma.us, using a WordPerfect-compatible format, naming the document with a ".wpd" suffix and identifying in the e-mail the report and the data included in the document, or
 - (b) on a 3.5" floppy diskette, IBM-compatible format, using a file format compatible with either Word Perfect 8.0, for textual responses, or with Microsoft Excel 5.0 for data/spreadsheet responses.

X. SUBMITTING OUTAGE AND OTHER SAFETY PERFORMANCE ~~MEASURE~~ ~~(ACCIDENT)~~ REPORTS TO THE DEPARTMENT

The reports required by these Standards shall be submitted to the Department in the following manner:

- one copy of the report by e-mail attachment to [Kimberly.Tran]@DPU.state.ma.us, using a WordPerfect-compatible format, naming the document with a ".wpd" suffix and identifying in the e-mail the report and the data included in the document; and
- one copy of the report submitted to the Consumer Division Director, Department of Telecommunications and Energy, One South Station, Boston Massachusetts 02110 [*Report format to be determined*].

XI. SERVICE QUALITY CUSTOMER COMPLAINT/DISPUTE RESOLUTION

The following procedures apply if a customer complains about any matter relating to the service quality and outages, or the company's compliance with G.L. c. 164 § 1E:

- The customer shall notify the company of the complaint by telephone, mail or in person. The company shall refer this matter to an employee assigned to investigate service quality complaints. Such employee shall investigate and make a good-faith effort to resolve the customer's complaint.

- The customer shall be notified in writing as to the resolution of the complaint and the company shall keep a record of said correspondence for three years.

Such notice shall also include the following statement: ““If you are not satisfied with our investigation or still having service quality difficulties, you may dispute the matter by writing to the Department of Telecommunications and Energy (DTE), Consumer Division, One South Station, Boston, MA 02110, or by calling 1-800-392-6066 or 1-617-727-3531.”” Also, a notice of similar nature shall appear on the back side of each customer’s bill.

- If the customer disputes the company's written notice of decision, the customer shall notify the Department's Consumer Division that he/she wishes the Department's intercession. A representative of the Department will notify the company and thereafter conduct an investigation. Such investigation shall include an opportunity for each side in the dispute to be heard and may include a pre-hearing conference. Such hearing shall not be construed to be an "adjudicatory proceeding" as defined by G.L. c. 30A.
- The Department representative will advise promptly upon the matter and notify the customer and company of his/her decision and of the right, if dissatisfied, to request an adjudicatory proceeding as defined by G.L. c. 30A.
- Within seven days of being notified of the advice of the Department's representative (rendered in accordance with XI.(C) and (D) immediately ~~preceeding~~preceding) the customer or the company may request a hearing under G.L. c. 30A.

XII. GENERAL RESERVATION

The Department retains the discretion to waive or depart from any provision of regulation as the interests of fairness may require.